

TRANSPORTATION

Service Description

H054-KZ

A service that provides or assists in obtaining various types of transportation for specific needs.

This service provides non-emergency ground transportation as prior approved by the Division when transportation is not already required by the service specification. There are two (2) types of transportation: 1)—scheduled, and 2) on demand. “Scheduled” transportation is authorized when the Division memberconsumer needs regular transportation to a day program service or an employment-related service. “On demand” transportation is authorized when the memberconsumer needs intermittent transportation to obtain an authorized service or to fulfill a mandatory obligation in the member’s planning document [e.g., Individual Support Plan (“ISP”)].

Service Requirements and Limitations

1. This service shall not be provided to memberconsumers receiving habilitation services provided in residential settings unless:
 - 1.1 The service is required by the member’sconsumer’s ease-planning document; and
 - 1.2 Providing such transportation would be an extraordinary burden on the developmental home or group home Qualified Vendor; and
 - 1.3 The memberconsumer’s natural supports cannot provide this service; and
 - 1.4 This service has been approved and authorized by the Division’s District Program Manager/designee.
2. Transportation services authorized by a member’sconsumer’s health plan or by the Division’s Health Care Services is the responsibility of the health plan or Division’s Health Care Services unless considered to be reasonable transportation within the community provided by the residential habilitation provider. [Transportation to medical appointments is typically coordinated through the memberconsumer’s Arizona Health Care Cost Containment System (“AHCCCS”)/Arizona Long Term Care System (“ALTCS”) health plan. Transportation to behavioral health services is typically coordinated through the Regional Behavioral Health Authority (“RBHA”).]
3. Responsibility for school-related transportation is specified in the Individualized Education Program (“IEP”).

Service Goals and Objectives

Service Goal

To increase or maintain self-sufficiency, mobility, and/or community access of memberconsumers.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Provide or arrange for transportation of the memberconsumers from one location to another. This includes traveling to and from designated locations to pick up or drop off the memberconsumers at specified times.
2. Assist the memberconsumers in entering and exiting the vehicle as necessary. Ensure that the method of transportation being utilized does not compromise the health and safety of the memberconsumer.
3. Schedule pick-up and drop off times so that the memberconsumer does not have to wait more than twenty (20-~~twenty~~) minutes.
4. Notify the memberconsumer/family/memberconsumer's representative if the driver is twenty (20-~~twenty~~) or more minutes late or is unable to transport, and have a backup plan in case the scheduled driver or vehicle is unavailable. The memberconsumer will not be transported by someone other than the scheduled driver ~~another provider~~ without the prior consent of the member/consumer/family/memberconsumer's representative.
5. All methods of transportation allow for two-way radio or a cellular phone that is adequate for the range of vehicle utilization ~~as appropriate~~.
6. The vehicle in which transportation is provided has valid vehicle registration and license plates and, at a minimum, the State of Arizona required level of liability insurance.
7. The vehicle is maintained in a safe and, working order, and is equipped with a working heating and air conditioning system and a first aid kit.
8. The vehicle is constructed for the safe transportation of the memberconsumers. All seats are fastened to the body of the vehicle and memberindividual(s) are properly seated when the vehicle is in operation. The vehicle has operational seat belts installed that are safe for passenger use. When transporting, memberconsumers ~~are~~ are securely fastened in age-appropriate and weight-appropriate restraints, as required by State law.
9. Memberconsumers with special mobility needs are provided transportation in a vehicle adapted to those needs as required to facilitate adequate access to service.
10. If the vehicle is used to transport memberconsumers who use ~~in~~ wheelchairs, it is equipped with floor-mounted seat belts and wheelchair lock-downs for each wheelchair that it transports.

10.1 Persons transporting members using a wheelchair shall have documentation that they have completed orientation on appropriate use of floor-mounted seat belts, wheelchair lock-downs, and wheelchair lifts.

11. Persons providing transportation are a minimum of eighteen (18-~~eighteen~~) years of age and possess and maintain a valid driver license.
12. Driving records of persons driving the transporting vehicle are reviewed periodically to ensure driver qualifications.
13. The Qualified Vendor's Home and Community-Based Services ("HCBS") certification includes transportation as a service.
14. Sufficient staff is provided for the health and safety of all ~~memberseonsumers~~ being transported, including boarding and unboarding supervision.

Service Utilization Information

1. Using the assessment and plan developmental processes, the need for transportation is assessed by the ~~member's~~consumer's ~~planning~~ISP team when there are no other community or family resources for transportation available.
2. All transportation services must be prior authorized by the Division.
3. With the agreement of the ~~member's~~consumer's ~~planning~~ISP team, an aide may be required to accompany the ~~membereonsumer~~ in order to ensure the health and safety of the ~~membereonsumer~~. This should be requested at the time of referral for non-regularly scheduled transportation.
4. With the agreement of the ~~member's~~consumer's ~~planning~~ISP team, the member's ~~S~~support ~~C~~oordinator shall arrange with the Qualified Vendor to wait for the ~~membereonsumer~~ and to provide the return trip. A request for this arrangement will be made at the time of referral.
5. A referral to a Qualified Vendor for "on-demand" non-regularly scheduled transportation will include:
 - 5.1 Dates and times service is needed,
 - 5.2 Pick up and drop off points,
 - 5.3 Whether an aide will accompany the ~~membereonsumer~~,
 - 5.4 Whether wait time will be needed, and

5.5 The ~~member representative responsible person~~ to contact on behalf of the ~~member consumer~~ in case of an emergency.

6. Typical utilization would not exceed two (2) one-way trips per day.

Rate Basis

1. Published. The published rate is based on one (1) trip. For “scheduled” transportation, the rates are in the RateBook. For “on-demand” transportation, the trip rate is calculated by adding the various rate components in the *RateBook* for a trip rate. “On-demand” rates vary based on one-way mileage and other components.
2. Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and billing units, and associated billing rules will be included in the Division’s Policies and Procedures Manual, Billing Manual, *RateBook*, and/or other provider resources made available by the Division.

Direct Service Staff Qualifications

Drivers shall be over the age of eighteen (18 ~~(eighteen)~~), and have the appropriate training, license, and endorsement for the vehicle being used.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall maintain copies of vehicles maintenance records and safety inspections on file.
2. For “on-demand” transportation, the Qualified Vendor shall record services delivered to each ~~member consumer~~, submit them to Division’s District Program Manager/designee where service is being performed in the form requested, and maintain copies on file. The records shall include, at a minimum by ~~member consumer~~, the ~~member consumer’s~~ name and identification number, date of service, mileage, ~~and pick-up and drop-off times, and pick-up and drop-off address~~. The records must be signed by the ~~member consumer, family o/r member consumer’s~~ representative as verification of services provided. The Qualified Vendor shall have procedures in place to ensure members board and unboard at the appropriate times and locations, and that no member is left unattended.
3. For “scheduled” transportation, the Qualified Vendor shall record services delivered to each ~~member consumer~~ and maintain copies of the daily transportation logs on file. The logs shall include, at a minimum by ~~member consumer~~, the ~~member’s consumer’s~~ name and identification number, date of service, and pick-up and drop-off times. The Qualified Vendor is responsible to ensure that the ~~member consumer~~ is ~~transported “picked up” and “dropped off”~~ in accordance with the ~~member’s consumer’s planning document (SP)~~. The Qualified Vendor shall have procedures in place to ensure members board and unboard at the appropriate times and locations, and that no member is left unattended.

4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.

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